

Development Change Proposal - Change Notice

Ebbsfleet International Station – Changes to Occupation Areas to Facilitate CP Plus Customer Service Area

Change Sponsor: HS1 Limited
Date of Proposal: 05 February 2013

Consultees: Stations Users

1. Shona Nettlingham, London South Eastern Railways Ltd
cc Claire Kingswood
2. Sophie Chapman, Eurostar International Ltd

Proposal for Change – Overview

In order to introduce a new Car Park Customer Service Area at Ebbsfleet International Station, HS1 sponsors a Proposal for Change. The proposal is aimed at facilitating:

1. The relocation of 2 existing occupations as per attached plans and as follows:
 - a) Eurostar to vacate the area shown as Inter-tickets on the Concourse Level Plan 2 stations plans and move into the back office space currently allocated as SFO retained;
 - b) The existing NR(HS) reception area is to be moved into the vacated EIL inter-ticket space;
2. The introduction of a Car Park Customer Service Area in the existing NR(HS) reception area space.

Representations

This Proposal for Change is a Development Change - Change Proposal in accordance with Part 3 of the HS1 Station Access Conditions.

Station Users at Ebbsfleet International Station have received early informal consultation on the proposal. The purpose of issuing this Proposal for Change notice is to provide the formal acknowledgement and secure sign off to the changes that are to be undertaken.

Consultation Timeline

This consultation is issued in accordance with HS1 Station Access Conditions December 2012 Clause 8.6.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) hereby confirm that

(print full company name) approves the Development Change - Change Proposal in respect of the Ebbsfleet International- Changes to Occupation Area Proposal for Change Notice.

Signed..... Date

(duly authorised signatory) on behalf of:

.....

Proposal for Change Notice

Ebbsfleet International Station –Changes to Occupation Areas to Facilitate CP Plus Customer Service Area

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1 Background

Railway stations are important public spaces and Ebbsfleet currently enjoys a high level of satisfaction from its customers. Autumn 2012 NPS scores showed passengers have an overall 100% satisfaction rating with regards to the station (and train) facilities. We have seen a fall in the satisfaction rating for "Availability of staff" which is an area which we would like to address.

HS1 has a vision to be recognised as the world's leading high speed railway business and a key strand to this is that it runs "stations that enhance passenger journeys and visitor experience". In seeking this, HS1 continually reviews and implements enhancements to the journey experience by ensuring that the unique opportunities at each of our stations are sympathetically developed and managed.

As a result, HS1 is keen to continually enhance the service provision within the station; this includes the development of a 'Customer Promise', by looking at the basics of customer service but also looking to push the boundaries in terms of standards and customer expectations within the station. One aspect of this involves looking at how people flow through the station and how they use the station to add value to their journey. This includes the appropriateness and use of station facilities.

The geographic nature of Ebbsfleet International is such that the majority of users access the station by car and utilise the car parks in and around the station, thus making the car park operator a key point of liaison with our customers. In line with HS1's strategy to deliver customer service excellence we are seeking approval to utilise concourse-facing space from which the car park operation can be managed whilst being more readily located to assist customers as they pass through the station.

2 The Change Proposal

The changes required at the station will not impact on the operation of the station but will see changes to working arrangements for EIL and NR (HS) in the follow areas:

- Eurostar are to vacate the area shown as Inter-tickets on the Concourse Level Plan 2 stations plans and move into the back office space currently allocated as SFO retained;
- The existing NR(HS) reception area is to be moved into the vacated EIL Inter-Ticket space. NR(HS)'s existing reception activities will operate unchanged from this new location;
- The existing NR(HS) reception area to be converted to the new Car Park Customer Service Area from their current base in car park D.

The Change proposal will see the following changes to the space allocation as follows:

Existing space	Space (Sq ft)	Existing Allocation	Proposed Allocation	Existing Occupier	Proposed Occupier
NR(HS) Reception	247	Common TOC	Retail	NR(HS)	CP Plus
EIL Inter Ticket	186	EIL Lease	Common TOC	EIL	NR(HS)
Mezzanine ('Station Op' room)	104	Common TOC	EIL Lease	NR(HS)	EIL

Both during and post construction, station signage will be amended to ensure that passengers are fully advised of the amended locations of both NR(HS) Reception and the new Car Park Customer Service Area.

3 Scheme Benefits

- Drive better customer satisfaction by increasing the physical presence and availability of staff within the station with a predominant focus on car parking issues;
- Increased overall number of staff in the station (CP Plus staff are available 24/7 all year round);
- Reduced strain on TOC and NR(HS) staff as car park queries can be fielded at source rather than directing passengers to remote offices in car park D;
- Additional pay terminals in the station building to relieve queues at peak times;
- Enablement of on-site pre booking and development of innovative parking offers, bettering the overall customer experience at Ebbsfleet International;
- Organic integration of car park operator with station stakeholder activities;
- Reduced QX payments for operators.

4 Temporary Arrangements

No temporary arrangements are necessary as areas will be readied before relocating existing operations. The car park operator will remain in temporary accommodation in car park D until all EIL / NR(HS) works are complete.

Contractors will be procured in accordance with HS1's Safety Policy Statement which can be provided on request.

5 Environmental Policy

There is no impact or changes to the Environmental Policy of HS1.

6 Construction Drawings

Schematics of the resultant Car Park Customer Service Area fitout to follow.

7 Funding Arrangements

HS1 Ltd will assist EIL and NR(HS) with their respective moves. All associated costs to provide fit for purpose back office space will be borne by HS1 Ltd.

7.1 Insurance Policies

There are no changes required to the insurance arrangements of the station as a result of this change.

7.2 Repairs and Maintenance

There will be no change to the on-going repairs and maintenance activities at the station

7.3 Long Term Charge & Qualifying Expenditure

The improved facilities will not result in changes to the Long Term Charge.

Betterment to the QX Best Estimates will be seen by the Station Users, as a result of the change in use

of the different areas. This is summarised as follows:

Area Type	Sq Ft Change	Estimated Impact (QX)	
Retail	+247	Increase £5,606 to HS1	
Common TOC	-165	Decrease Total -£3,745	
		Eurostar (28.37%) -£1,062	Southeastern (71.63%) -£2,683
EIL Lease Area	-82	Decrease -£1,861 to Eurostar	

Amounts shown are based on 2013/14 best estimates and are therefore subject to actual running cost experience year by year.

8 Proposed Implementation and Dates

HS1 would like to start implementation of the change by 1st March. Works can commence within 2 days of approval with a total turnaround time of 4 weeks. A comprehensive works schedule highlighting key transition dates is set out overleaf.



8.1 Works Schedule

	10/03	24/03	08/04	17/04	01/05	14/05	28/05	10/06	23/06	07/07	20/07	03/08	16/08	29/08	11/09	24/09	07/10	20/10	03/11	16/11	29/11	12/12	24/12	
Staff change approval																								
Lead time for works commencement																								
Complete BL Moxamline office (M3.10)																								
BL relocate																								
Complete BL members area (O4.2)																								
Rebasate M(10) Reception																								
Complete CPE Customer Services Area																								
Rebasate CPE																								

9 Access for All

All works undertaken will comply with the Accessible Train and Station Design for Disabled People: Code of Practice, 'Train and Station Services for Disabled Passengers and the Disability Discrimination Act 1995.

The resultant facility has been specified to provide level access for all passengers wishing to enter the new Customer Service Area; this is an added benefit where passengers are required to travel to car park D in order to raise queries.

10 Amendments to the Station Access Conditions Annexes

The changes can be seen in the attached plans. Once the scheme is approved – these plans will automatically replace the existing plans attached to the Ebbsfleet International Station Annexes to the HS1 Station Access Conditions Annexes – Appendix 2 to Annex 1 – the Plan. Drawing numbers will be amended as follows:

Drawing Title (Unchanged)	Old Drawing Number	New Drawing Number
EBBSFLEET STATION PLAN 2 CONCOURSE LEVEL	014-DCB-1D000-00686-AB	340-DCB-HISP1-00016-00
EBBSFLEET STATION PLAN 3 MEZZANINE LEVEL	014-DCB-1D000-00687-AB	340-DCB-HISP1-00017-00

11 Necessary Approvals

- a) The Station Lease footprint is not being changed and no Lease changes are required from the DfT. However, the EIL lease will require amendment to show the changes to their occupation at the station.
- b) The proposed changes do not impact on the "Minimum Operational Standards", pursuant to Clause 4.9 (Alterations) of the HS1 Lease (30 September 2010); and
- c) There is no formal requirement for the DfT to approve the Proposal for Change within the Concession Agreements as there is no approval role for the Department in this area.

12 User Acceptance & Sign-off

This Proposal is deemed as a "Development Change Proposal" in accordance with HS1 SAC. HS1 understands that informal approval has already been received from all Users, therefore, if this Proposal for Change is acceptable, please sign, date and return a copy of the approval form, ASAP, to Naina Mistry at HS1 Ltd, the address is provided above.

END.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) SOPHIE CHAPMAN hereby confirm that

(print full company name) EUROSTAR INTERNATIONAL LTD approves the Development Change - Change Proposal in respect of the Ebbsfleet International- Changes to Occupation Area Proposal for Change Notice.

Signed 

Date 26/2/13

(duly authorised signatory) on behalf of:

Eurostar International Limited

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Change Sponsor: HS1 Limited
Date of Proposal: 05 February 2013

Consultees: Stations Users

1. Shona Nettlingham, London South Eastern Railways Ltd
cc Claire Kingswood
2. Sophie Chapman, Eurostar International Ltd

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Change Notice – User Approval

I, (print name of person signing) S. NETTLINGHAM hereby confirm that
(print full company name) Southeastern approves the Development Change -
Change Proposal in respect of the Ebbsfleet International- Changes to Occupation Area Proposal for
Change Notice.

Signed..... S Nettlingham Date 21-2-13

(duly authorised signatory) on behalf of:

SOUTHEASTERN

